

APRIL 19, 2016

INDIANA  
**WORKFORCE**  
DEVELOPMENT  
AND ITS **WorkOne** CENTERS

# WorkINdiana

*A Bridge Program for Adult Education Students*



INDIANA  
ADULT EDUCATION

# Introductions

**Brenda Johnson, IDWD, Adult Education, WorkINDiana**

**Beth Pattison, IDWD, Adult Education Coordinator, Regions 9 and 10**

**Jan Suding, Director of Adult Education, Jennings County**

**Amanda Logsdon, Adult Education Coordinator, River Valley Resources**

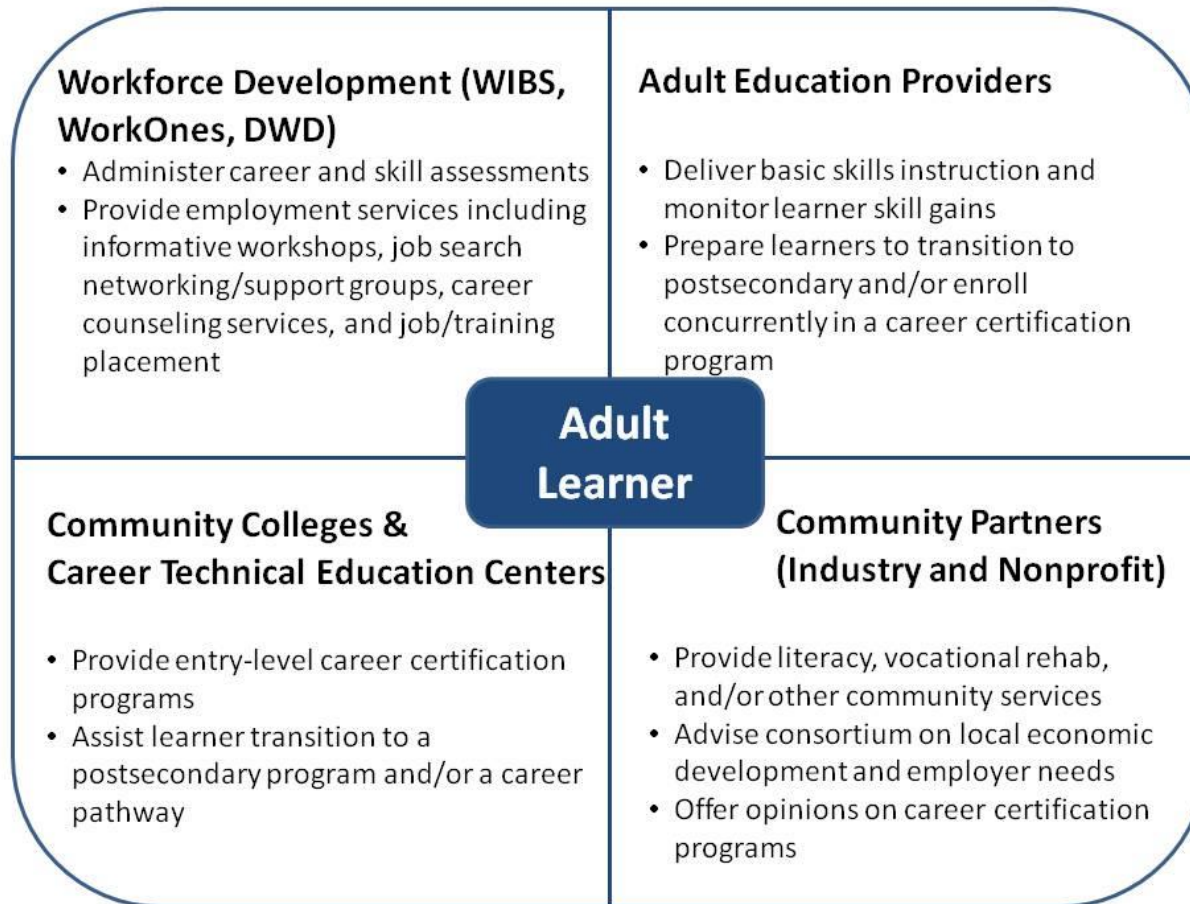
**Molly Dodge, Director of Adult Education, River Valley Resources**

**Lissa Griffin, WIOA Regional Supervisor**

## Paradigm Shift: Adult Education & Workforce Preparation

Eligible Agency	Department of Education	→	Department of Workforce Development
Service delivery structure	Adult instruction delivered by local school corporations and some nonprofits	→	Comprehensive education and employment services now delivered by regional consortia comprising adult education providers, workforce development, and community partners
Customer	Students	→	Students and employers
Adult learning objectives	Remembering and understanding concepts in literacy and numeracy	→	Applying various concepts in literacy and numeracy to create, synthesize, problem-solve, and innovate
Student goals	Attainment of basic skills and a HSE certificate	→	Transition to occupational certification program and/or postsecondary education
Student support for employment	Adult Educators	→	WorkOnes provide career counseling, academic advising, and reemployment services
Monitoring student outcomes	Previous data system was out of compliance with NRS, lacked real-time data, and was not used uniformly by all programs	→	New data system tracks NRS and DWD-defined outcomes in real-time and performs data matching

# Adult Education Today





# More than a Diploma

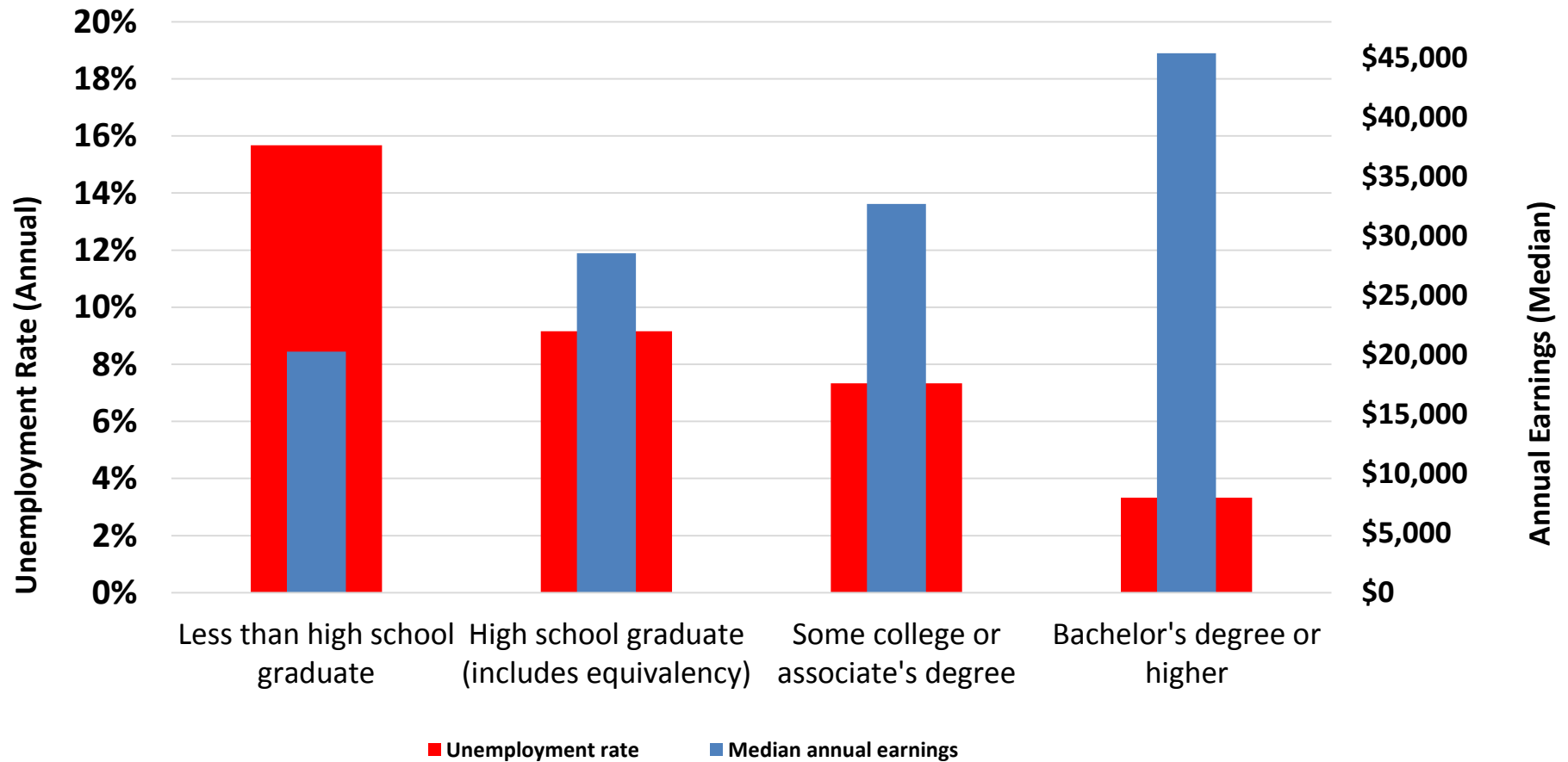
People with less than a high school education will only have access to 14% of jobs in 2018.

“More than 930,000 Hoosiers – nearly a third of our entire workforce – lack even the most basic skills to thrive in today’s economy.” – Indiana Chamber of Commerce

By 2018, 55% of all jobs in Indiana will require some post-secondary training.



# Unemployment and Earnings Statistics



# What is WorkINdiana?

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Short-term  
certification  
training  
program for  
Adult  
Education  
students

Occupational skills training for 30 in-demand occupations that results in an industry recognized certification.

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Short-term (max 14 weeks) combined with foundational skills training, quickly skill up students for employment and first step on their career pathway

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Strong partnerships between local Adult Education programs, One-Stop Career Centers, employers and training providers

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# State Vision for WorkINdiana

1

A bridge program, WorkINdiana, that meets the needs of Adult Education students.

2

A short-term occupational training that results in an industry recognized credential.

3

A springboard for higher-level training and certifications and career advancement.

4

It is a state-wide initiative with a regional approach.



# Certifications

On average, certification holders earn about 20% more than high school-educated workers (about \$240,000 more over a lifetime).

More than 60% of certifications have shown to lead to earnings 10% higher than with just a high school diploma.

“Even when certifications don’t provide much of an earnings boost, they can make individuals more employable, giving them access to valuable learning on the job.”

# WorkIndiana Career Occupations

## 1. Health Care:

- **Certified Nurse Aide (CNA)**
- **Emergency Medical Technician (EMT)**
- Dental Assistant (Limited Radiography Cert)
- Home Health Aide (Registry)
- Medical Assistant (CCMA)
- Medical Administrative Assistant (CMAA)
- **Medical Coder/Billing (CPC, CCA or CBCS)**
- Patient Access (CHAA)
- **Pharmacy Technician (CPhT)**
- **Phlebotomy Technician (CPT and/or PBT/ASCP)**
- Sterile Processing Technician (CRCST or CSPDT)

## 2. Business Administration & Support

- **Admin Assistant (IC3 or Microsoft Office)**
- Bookkeeper (Quick Books)
- Customer Service/Call Center/Sales (TSIA CSP-1, NRE, CBP+IC3)

## 3. Information Technology:

- **Computer Support Specialist (CompTIA A+ or CCNA or CompTIA A+, Security+, & Network+)**
- Electronics Installer/Repairers (EST, ESA-4 or CET)

## 4. Advanced Manufacturing

- CNC Operator (NIMS Level 1)
- **Entry Welder (AWS)**
- Heating and Cooling Technician (EOA 608)
- Machine Maintenance (CMRT)
- **Production Worker (MSSC CPT or Production Technician Certificate (Purdue)**
- Underground Coal Mining (MSHA 5023)

## 5. Transportation and Logistics

- **Automotive Service Technician (ASE)**
- Laborers and Material Movers (MSSC CLA or MSSC CLA + Forklift Driving)
- Truck Driver, Heavy and Tractor Trailer (CDL-A)
- Truck Driver, Light and Tractor Trailer (CDL-B)

## 6. Hospitality

- **Hospitality Staff (START)**

## 7. Construction

- Pre-apprenticeship Training (DOL+OSHA, etc.)

# Eligibility Requirements

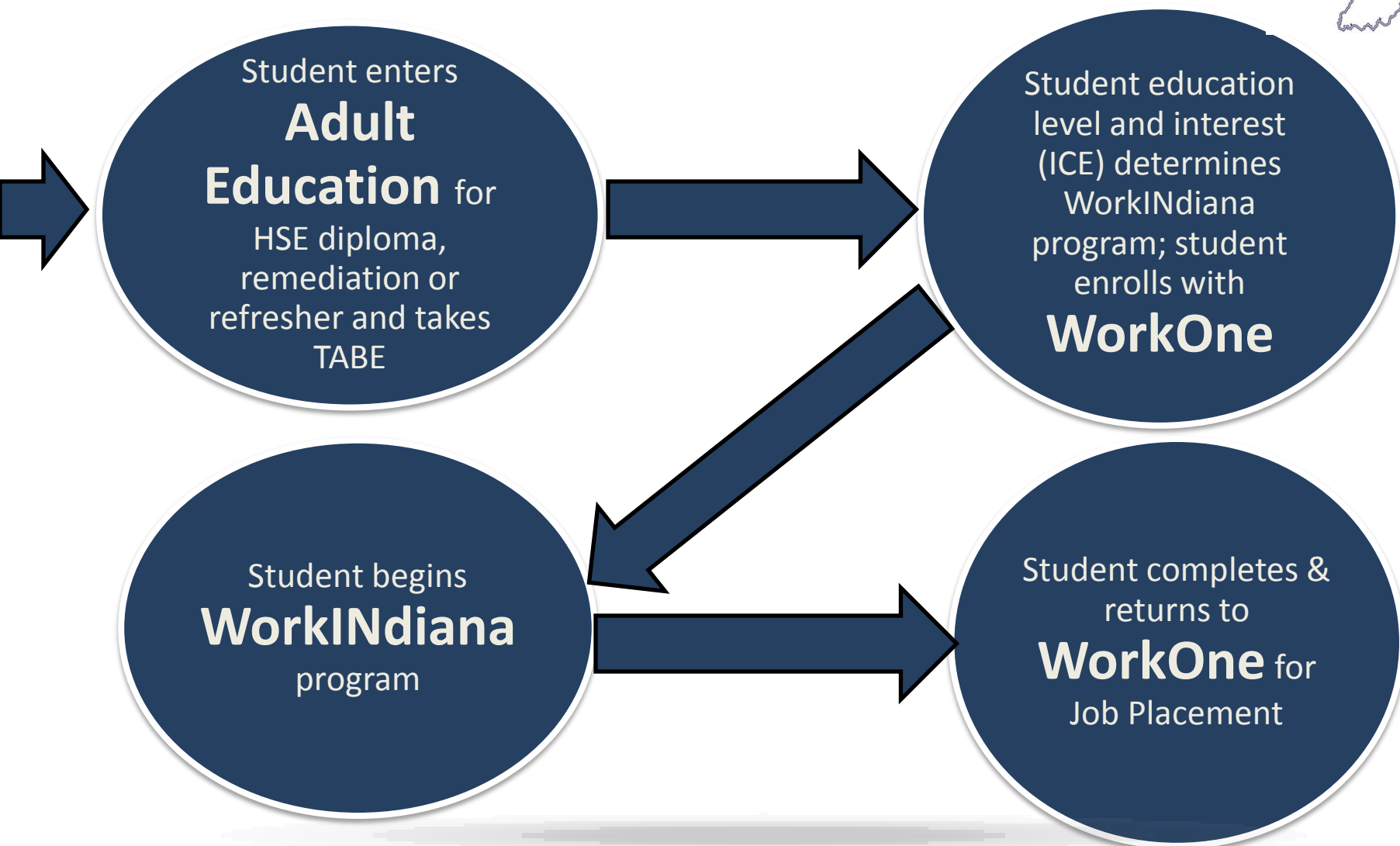
**Enrolled currently in Adult Education or have enrolled within the last two program years and have a diploma from AE**

**Enrolled in WIOA**

**Demonstrate the ability to benefit from the training and fulfill training providers requirements**

**Meet certification requirements**

# WorkINdiana Process



# WorkINdiana Outcomes

Measurements	Results
Enrolled	3,982
Completion Rate	86%
Certification Rate	78%
Employment Rate	94%

# Recruiting Realities

## Students Get Excited About WorkINdiana

- Free certification training
- Varied certification options
- Prior learning credit at Ivy Tech Community College
- *Wrap-around* services through WorkOne (includes funding for transportation and child care)



# Recruiting Realities

## Roadblocks

- Certifications
- Training programs (location and timing)
- WIA process (well maybe not WIOA)
- Multiple education commitments at once

# Dylan's Journey



*The road to success is never easy!*

# WorkINdiana Committee

Includes Representatives from:

WorkOne staff  
Adult Education staff  
Certification providers  
Workforce Development Board  
Adult Education Consortium



# Referral Process

## From Adult Education

1. Adult Education student takes assessments and decides he or she is interested in WorkIndiana certification.
2. Student must be enrolled in adult education (12 hours or more) and have taken all required TABE assessments.
3. Adult Education refers student to WorkOne to meet with Case Manager to determine eligibility, interest level, supportive services needs, etc.
4. Student must pass a drug test.
5. Student enters training program.

## From WorkOne

1. Client enters WorkOne and is interested in short-term training.
2. Case Manager may determine client needs adult education services and if so, refers to adult education class.
3. Student enrolls in adult education class, takes required assessments, and spends at least 12 hours brushing up on basic skills or career-readiness skills.
4. Student is referred to WorkOne to pass drug test and enter appropriate training program.

# Share Information

- With Adult Education staff, such as teachers and transition specialists
- With students
- With WorkOne staff
- With certification providers
- With consortium and community partners



**Get Trained to **WorkIN****  
**Emergency Medical Services**

**WorkINdiana** allows you to earn an Indiana High School Equivalency Diploma and EMT certification at the same time to give you the boost you need to become an **Emergency Medical Technician (EMT)**. (Customers who already have a diploma may qualify for training.)

**WHY:** An Indiana High School Equivalency Diploma alone may not be enough for your career. Employers are looking to hire people with experience AND training. You could **earn up to \$30,060 per year** working as an Emergency Medical Technician!

**WHEN:** January 12 – May 7, 2015; Mondays and Thursdays, 6:00 p.m. – 10:00 p.m. 16 weeks. (#6051)

**WHERE:** 1 Ivy Tech Drive, Batesville, IN

**HOW:** Contact your local WorkOne center or Adult Education Instructor.

This course covers basic Emergency Medical Technician (EMT) skills necessary for emergency care at a basic life support level with an ambulance service or other specialized service. Intravenous maintenance, non-visualized airway, automatic defibrillation, N-AST therapy, advanced emergency care and limited pharmacology are presented. Emphasis is on forming the student's ability to perform the skills appropriately to function as an EMT-B. Upon successful completion of the course and certification examination by the Indiana Department of Homeland Security, the student can function as an Emergency Medical Technician. 140 hours; 16 weeks of instruction. Orientation required.

**BUILDING SKILLS FOR SUCCESS**

# Adult Ed: Prep for WorkINdiana

## Classroom Tasks

Inform Students

Allow opportunities to learn & question

Combine academic skills with workplace and career skills

Provide career planning and assessment support

## Keep It Real - Barriers

Time and location of certification trainings

Self-assessment & Commitment



## Paradigm Shift for Teaching Staff



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ADVICE

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Teachers are comfortable with teaching. They are passionate about teaching. They are comfortable with Reading, Math, Language, Science, Social Studies ...but work readiness skills? ....soft skills? ....career pathways? .....employer needs?

Professional Development opportunities will assist them in transitioning from “I’m a teacher” mentality to, “I’m here to assist my students with the next step” mentality.



## Professional Development Opportunities:

Work Readiness Skills

Soft Skills

Career Pathways

Career Interest Assessments

Job Search Websites

Partner Resources

Felon Friendly Industries/Training Programs

Employer Needs and Expectations

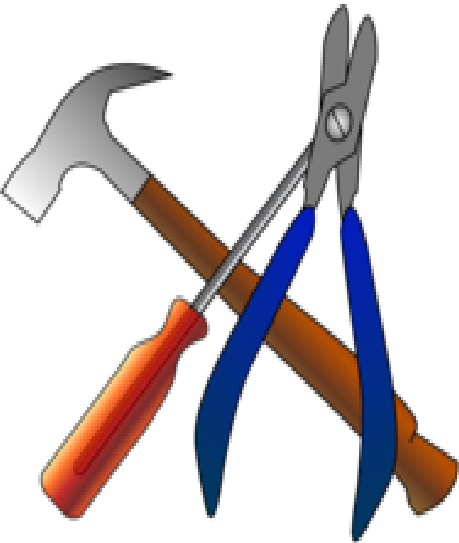
# Tools of the Trade

- Labor Market Data
- Hot Jobs and Hot Certifications
- Training Qualifications
- Employer Needs and Expectations
- Career Interest Assessments
- Job Search Websites
- Onetonline.org and Similar Sites



# Tools of the Trade – *on the horizon*

- Demand-driven data
- DWD led Counselor/Coach training



# Recruiting Students

**\*Adult Education Referrals**

**\*WorkOne Referrals**

**\*Training Provider Referrals**



# Lessons Learned



# Partnering with the One Stop: AE Perspective

## What's not worked

- Keeping program information at the “management level”
- Sharing information with program stakeholders only (i.e. WIOA and Adult Education staff)
- Referring students only on paper vs. email and paper

# Partnering with the One Stop: AE Perspective

## What's worked

- Increasing communication to the field and community partners (flyers)
- Offering a joint training session that included WIOA and Adult Education field staff
- Creating a contact directory
- Inviting WIOA case managers into the Adult Education classroom

# WorkOne Perspective – Lessons Learned

- ☐ Identify common goals among partners and build on as a way to support one another
- ☐ Share knowledge and community resources
- ☐ Many WorkOne customers can benefit from AE services whether on job or training track
- ☐ Adult Education providers are able to provide continued support to students as are training providers
- ☐ We support participants commuting to other regions for training
- ☐ Not every training scheduled will happen

## Lessons Learned – Continued . . .

- ☐ WorkINdiana Learning Outcomes provide valuable insight for staff and participants
- ☐ Business Services staff engagement
- ☐ Training providers – different funded students in the classroom
- ☐ WorkOne's – using various funding streams to support short-term trainings
- ☐ Partners becoming engaged in other ways

# What has lead to success?

- Partners who share common goals
- Mindset - Partners who support one another
- Co-location of AE providers at WorkOne's
- Adult Education and WorkOne's provide space for some training providers
- AE provider who is also the WIOA Service Provider
- Regular Communication
  - WorkINdiana Committee Meetings
  - Emails & Phone Calls
  - WorkINdiana Live Binder
  - Sharing information
- Everyone helps in the process

# Dylan's Journey



*The road to success is never easy! But, success is always sweet!*



**Questions and comments!**



## WorkINdiana Materials

- <http://www.in.gov/dwd/2904.htm>

## Newsletter

- <http://www.in.gov/dwd/2904.htm>

## Questions

- Email to [WorkINdiana@dwd.in.gov](mailto:WorkINdiana@dwd.in.gov)